Application/Control No. Applicant(s)/Patent Under Reexamination 10/016,727 SMITH ET AL. Notice of References Cited Examiner Art Unit Page 1 of 1 3627 James A. Kramer **U.S. PATENT DOCUMENTS** Document Number Date Name Classification Country Code-Number-Kind Code MM-YYYY US-Α US-В US-С US-D US-Е US-F US-G US-Н US-1 US-J Κ US-US-US-М FOREIGN PATENT DOCUMENTS Document Number Date Country Name Classification Country Code-Number-Kind Code MM-YYYY Ν 0 Ρ Q R s T **NON-PATENT DOCUMENTS** Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages) "Service equals sales", Mar 1993, Incentive Vol 167, Iss.3 pg 23-30 U

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).) Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

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